

Our Meeting Today

ABSTRACT:

- Knowledge workers spend lots of time in meetings – face to face, phone calls, conference calls, video conferences, etc. – but a significant percentage feels that much of this meeting time is wasted or unproductive
- Helping knowledge workers better prepare for, conduct, and follow up on meetings is one of the key visions in the next major release of Office
- In this presentation we will share with you some of the learning we have gained from in-depth analysis of the meetings space; describe our goals for making meetings better, and demo some features that we have been working on to achieve those goals

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Agenda

- Top-level Learning
- Target Customer
- The Opportunity
- In the Works at Office

Meetings area ripe for innovation

- 92% Office customers surveyed participate in work-related meetings
- 37% of employee time is spent in meetings
- There are 11 million business meetings in the United States each day = 3 billion per year
- Costs of a meeting include:
 - Lost productivity from tardiness, wasted time, inefficient discussions, wrong audience
 - Add travel costs that include:
 - Airfare, hotel, and meals
 - Lost productivity, wasted time, unattended-to work at the office
 - Time away from home and family, stress and frustration involved in travel
- Most busy professionals (89%) believe that technology will make meetings easier in the future
 - Challenge: how to address costs while maintaining benefits of meetings?

Address the Challenge by first Understanding the Status Quo

- Scheduling is painful, both within and outside the organization
- Paper documents & handwriting are a Meetings reality
 - Document sharing may start in email, but tends to end up in paper
- Meetings often stray off course because lack clear objective and agenda
- Telephone is king in remote meetings – ubiquitous, reliable and cheap
- Meetings are rarely “connected”, few participants have PCs
 - PCs considered a barrier between social interaction, provide distraction
 - Asserts importance of on- and offline scenarios
- Many meetings lack resolution
 - Action items dropped
 - Key decisions left unmade, stakeholders left out of decisions

Narrowing the Scope: Our Data-Driven Focus

- Focus first on meetings with fewer participants
 - Most commonly observe meetings of 2 to 5 people
 - Benefits in solving 2 to 5 person scenarios may scale to larger meetings
- Prioritize scheduled meetings
 - Scheduled vs. non-scheduled is an important factor
 - We can have more impact by improving scheduled meetings where we see considerable planning time being spent
 - Incremental impact solving non-scheduled meetings where users waste time with inefficient tools
 - Ad-Hoc meetings involve smaller groups = target, so eventual focus
- Recognize importance of intra- and inter-company meetings
 - Intra-company meetings are more common, less formal
 - Inter-company meetings occur less often but require more preparation

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Target Customer

- After surveying and interviewing Office customers who prepare for, conduct, attend and follow-up on meetings, we learned where they spend time, have frustration and seek improvements in the meeting experience
- Our targets represent users in order of priority that will benefit most from our technology-based meeting improvements
 - Meeting Organizer
 - Remote Meeting Attendee
 - Business Traveler (Mobile)
 - Ad Hoc Meeting Participant

Target Customer

Priority #1:

The Meeting Organizer *and* Participant

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- Target:

- Those customers who not only organize, but *then also participate* in the meetings that they organize

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■ Target:

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■ This customer is most familiar with:

- The decision to schedule the meeting
- The agenda and goals of the meeting
- The roles of attendees and reasons behind their being asked to attend
- The background of the issues being discussed
- The potential red flags that will be raised during the meeting
- The anticipated outcome of the meeting

■ Familiarity causes customer to be more personally invested in the meeting

- Most likely to take advantage of tools to make meeting successful
- Seeking efficient tool for meeting, brainstorming & sharing work

Target Customer

**Target #1: Subset
The Cross-Organization Meeting
Organizer**

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■ Target

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■ Target

- Those customers who organize and participate in meetings that include attendees from outside their organization
- This customer invests more planning time due to complications of cross-group organization
 - Desires tool to:
 - Avoid communication breakdowns resulting from organizational differences
 - Ease coordination for all participants
 - Streamline planning process by providing more information

Target Customer

Priority #2

The Remote Meeting Participant

Target Customer

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The Remote Meeting Participant

Target

- Those customers who organize and participate in meetings that involve at least one remote participant

Priority #2

The Remote Meeting Participant

Target

- Those customers who organize and participate in meetings that involve at least one remote participant.
- Remote users more likely to have access and license to use tools such as PCs or devices during a meeting.
- Looking for means of reaching out and connecting with others in remote locations that is:
 - Affordable
 - Scalable
 - Reliable
 - User-friendly
 - Equitable

The Remote Meeting Participant

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Remote goal: Overcome 2nd class status and achieve equal ground in the meeting space

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Ultimate goal: Overcome 2nd class status and achieve equal ground in the meeting space.

Target Customer

Priority #3:

The Business Traveler – Mobile

Target Customer

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• Target

- Those customers who invest time and money in business travel in order to attend face-to-face meetings.

Priority #3:

The Business Traveler – Mobile

Target

- Those customers who invest time and money in business travel in order to attend face-to-face meetings.
- Expected to have more access to mobile tools such as laptop, PDA, cell phone.
- More willing and able to use mobile devices because accustomed to compensating for distance and communication complications.
- Often consider face-to-face meetings valuable, even though the costs of travel are high.
 - Need suitable alternative that still allows them to meet their business objectives.

Target Customer

Priority #4:

The Ad Hoc Meeting Participant

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Target

- These customers who meet on an ad hoc, or non-scheduled, basis and less valuable information in the more informal setting.

Priority #4:

The Ad Hoc Meeting Participant

Target

- These customers who meet on an ad hoc, or non-scheduled, basis and less valuable information in the more informal setting.
- May not be meeting organizers but desire ■ more formalized work process
 - Wish to capture, organize and store meeting materials effectively
 - Likely constrained by meeting-related social norms
 - Laptops may not be welcome in meetings, as need test to justify use
- Desire element of control over meeting
 - Test managed at the individual level with possibility of influencing others at any stage

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The Opportunity

Nailing the Meeting Basics

■ We can win by first developing solid Meetings "basics"

- Improved scheduling within and outside the organization
- Distributing and sharing materials
- Prompting use of objectives and agendas
- Enabling real-time data and voice connections
- Managing action items
- Capturing and distributing meeting findings

■ Success criteria include:

- Quick to learn, easy to use
- Integrated pieces
 - One stop shop to collect, share and store information
- Saves user time
 - Forget what it was like to organize and run a meeting without a tool
 - Users make better decisions about the need to have a meeting, who should participate and what needs to be achieved

The Opportunity

Building upon the Foundation

- From foundation of basics, we move into next level features and services
 - Smarter note-taking and summarization of minutes
 - Rich audio-video options for real-time sharing
 - Activity-based services and solutions – brainstorming, decision-making
 - Integration with project management tools
- Success criteria
 - Tools in one place and work together
 - Seamless experience to move from planning to running to summarizing a meeting
 - Remote meetings become less of a hindrance, more of a natural option and interaction
 - Tools provide choices of how to best conduct a meeting

Ship schedule

- Two releases
 - Office.Net RTM April '03
 - Office.Longhorn RTM June '04
- Mission, design and feature goals span both releases
- Certain features will debut in Office.Net and expand in Office.LH

Meetings in Office

Product Mission

- Provide an end-to-end solution that ultimately increases knowledge worker productivity by helping them
 - organize
 - prepare for
 - optimize
 - conduct
 - avoid
 - report
 - and follow up on the results of Meetings

Some Design Goals

- **Keep it simple:**
 - More tools does not necessarily mean a better meeting
 - No distinction between "regular" meetings and "connected" meetings—every meeting can be a connected meeting
- **Provide a consistent, integrated end-to-end experience:**
 - Don't make the user go to different places on their PC just to plan or attend a meeting
- **Provide easy access to meeting information, while allowing maximum real-estate for the content itself**

Some Feature Goals

- Leverage Outlook calendar as a starting point for scheduling meetings
- Provide a way to prepare and store meeting-related materials, in context
- Deliver an efficient in-meeting experience for all participants
 - Provide a great experience for the TabletPC
 - Leverage Scribbler as a note-taking tool
- Persist meeting results so they can be retrieved later

Leveraging Outlook

- Office users already go to Outlook to schedule their meetings.
- Providing an integrated scheduling experience with access to planning tools is key to making the scenarios work.
- Every meeting request should provide an integrated, formatted way to include meeting content and a link to a "connected" experience.

Meeting Planning Features

- Create an agenda
- Add documents to a meeting
- Create discussions, surveys, pre-meeting action items
- All of this is authored and stored on an STS subweb called a Meetings Workspace, which is provisioned from an Outlook meeting request

An Efficient In-Meeting Experience

- "Connect" from your Calendar or from a meeting reminder
- One-click access to meeting-related information
- Focus is on the content, but information about the meeting itself is always available
- Synchronous or asynchronous viewing experience
- Leverage symmetrical collaboration when possible
- Meeting activities are captured and archived
 - Attendance, agenda program
 - Notes
 - Action items
 - Lists, diagrams

Persisting Meeting Results

- Meeting minutes
- Auto-summary
- Access to working docs
- Action item follow-up
- Pre-populating follow-up meetings with evolving materials

Office.Net Plans

■ Meeting Workspace

- A SharePoint subweb
- Target customer is the meeting organizer/participant
- Create from Outlook, puts a link in your meeting request to the workspace
- Create and store an agenda, documents library, survey, discussion, etc.
- Access the Meeting Workspace from a link in the calendar item, or from the Outlook reminder, or from SharePoint

MCPs Planning Meeting

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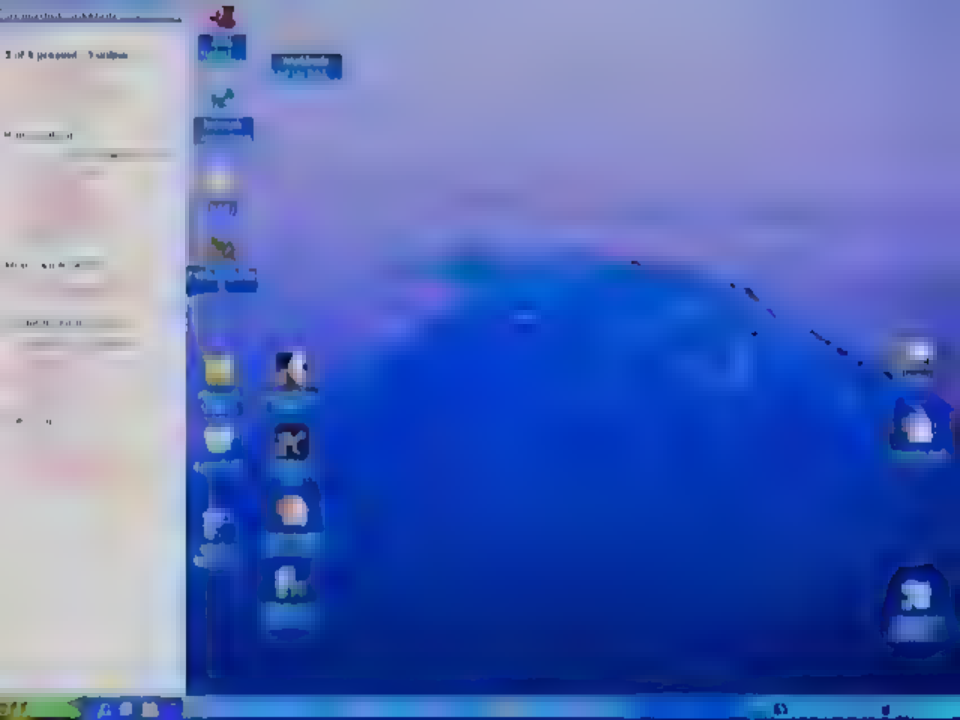
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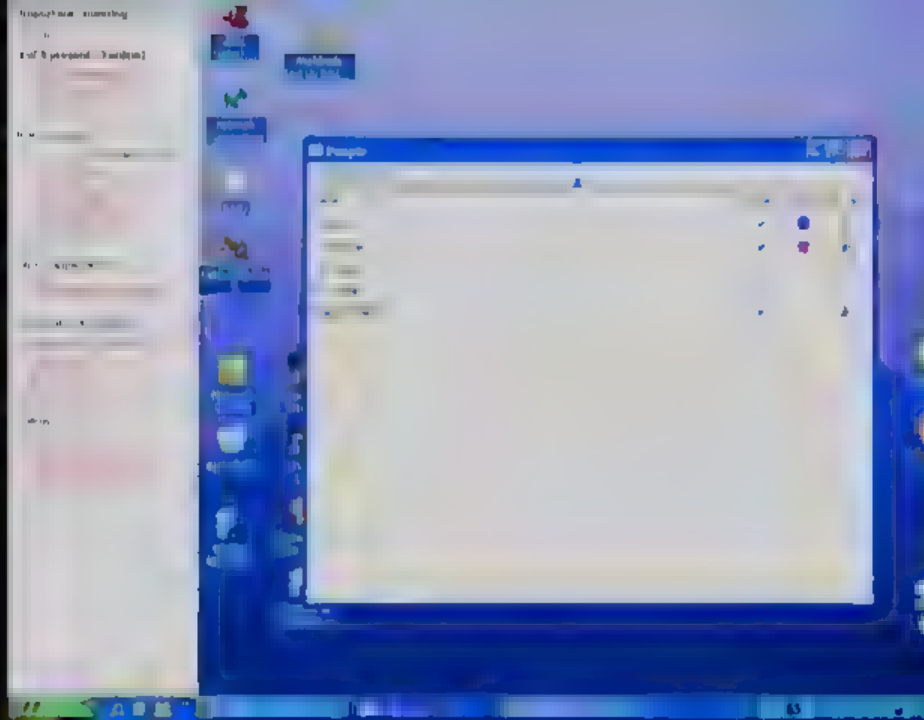
Office.Longhorn Thoughts

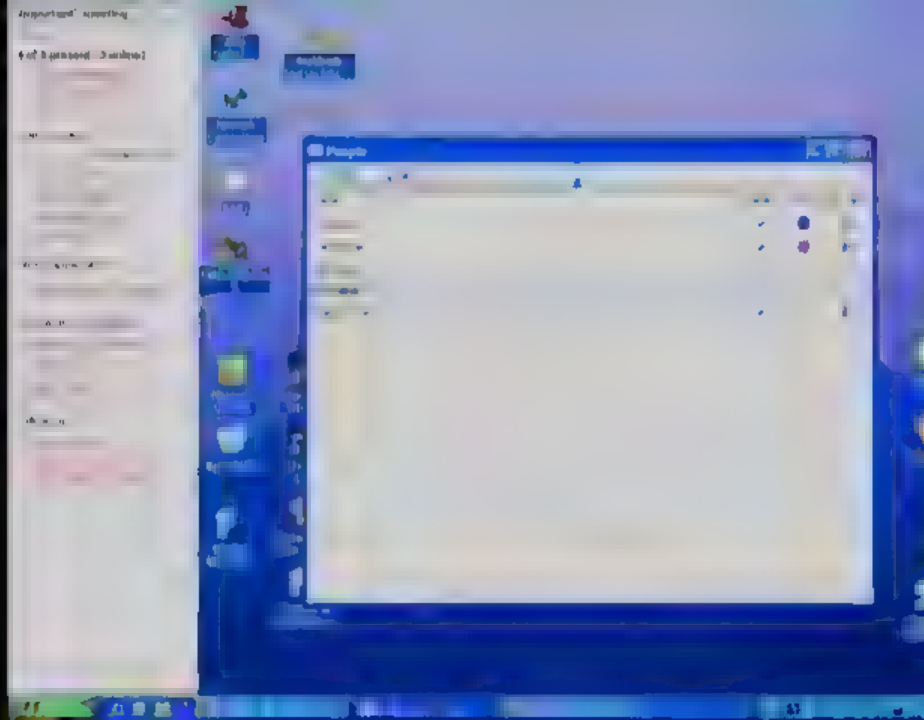
- A "live", i.e.-connected, meeting experience
 - Meeting console
 - One-click access to stored meeting materials
- RTC support via Windows APIs
 - Audio/Video
 - Real-time document sharing using T&E
 - Multipoint RTC server with firewall support
- Flexible storage model
- Seamless experience

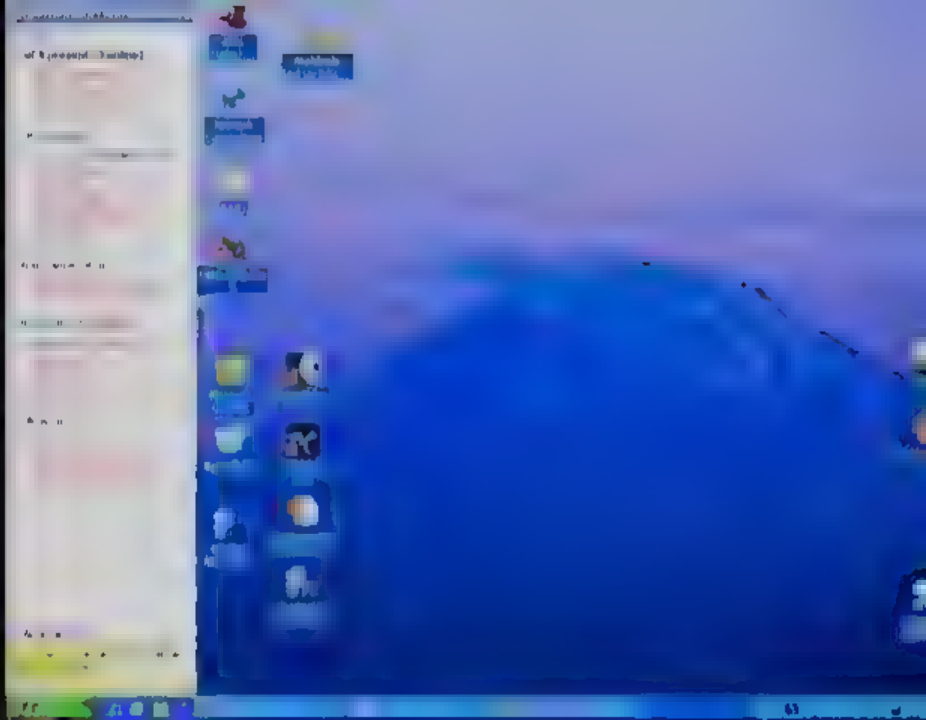
Demo

In-Meeting Experience





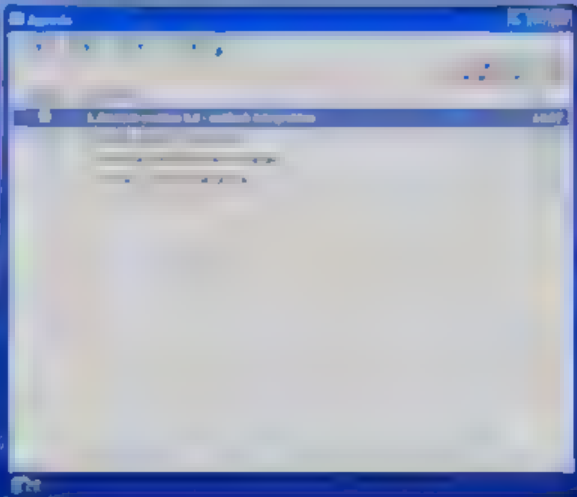




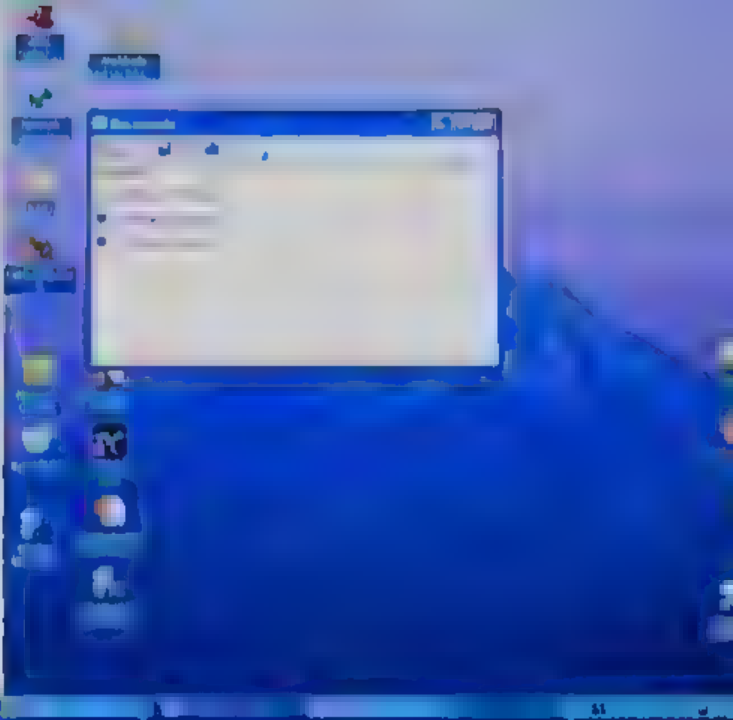
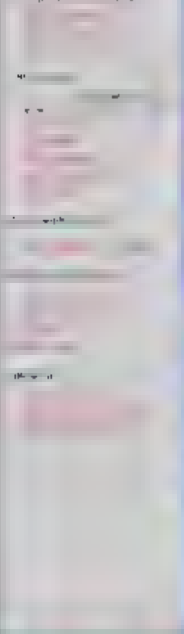
Navigation pane on the left side of the screen, showing a list of folders and files. The list is partially obscured by a sidebar menu.

Vertical sidebar menu on the left side of the screen, containing several icons and labels. The labels are partially obscured by the navigation pane.

Main content area of the application, displaying a document titled "Agenda". The document content is mostly blank, with some faint text visible at the top. The title bar of the window reads "Agenda".



The desktop background is a blue gradient. The taskbar is at the bottom, showing the Start button and several application icons. The Start menu is open, displaying a list of programs and folders. The 'All Programs' button is visible at the top of the Start menu. The 'My Computer' icon is highlighted in the taskbar.



4/10/2002



Office/Longhorn synergy

- Office meeting experience builds on
 - LH RTC components
 - Multipoint sessions protocol
 - Application sharing
 - LH location awareness
 - P&P work
 - Office components
 - Location for scheduling
 - Meeting Analytics for storage of meeting collateral
 - Location for notetaking

Office/Longhorn synergy

- Office meeting experience foundation
 - LM RTC components
 - Webex
 - Multipoint real-time protocol
 - Application sharing
 - LM location awareness
 - Presence
- Office components
 - Outlook for scheduling
 - Meeting Workspace for storage of meeting collateral
 - Scribbler for notetaking

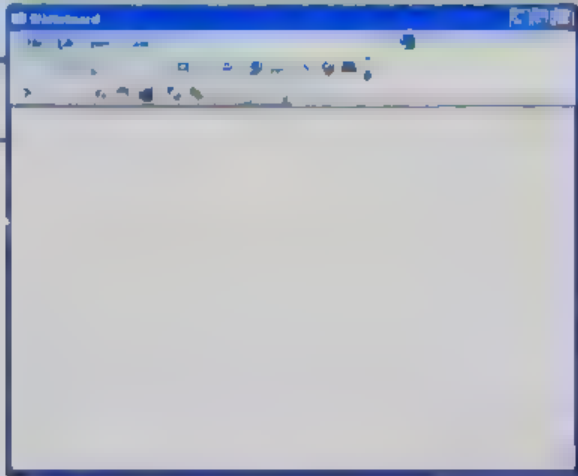
Meetings in Office

- Themes
 - Increase KW productivity in and around meetings
 - Make the PC (desktop laptop tablet) a useful meeting tool
- Scenario highlights
 - Sm-med size (<20 ppl)
 - Focus on the end-to-end experience
 - Leverage meeting tools servers wireless h/w

12/20/2016 10:00:00 AM



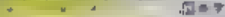
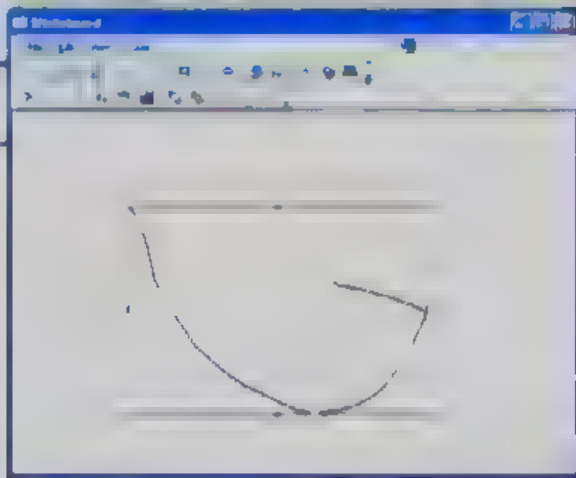
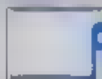
File Edit View

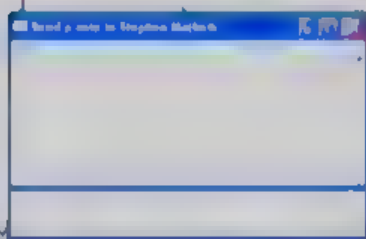
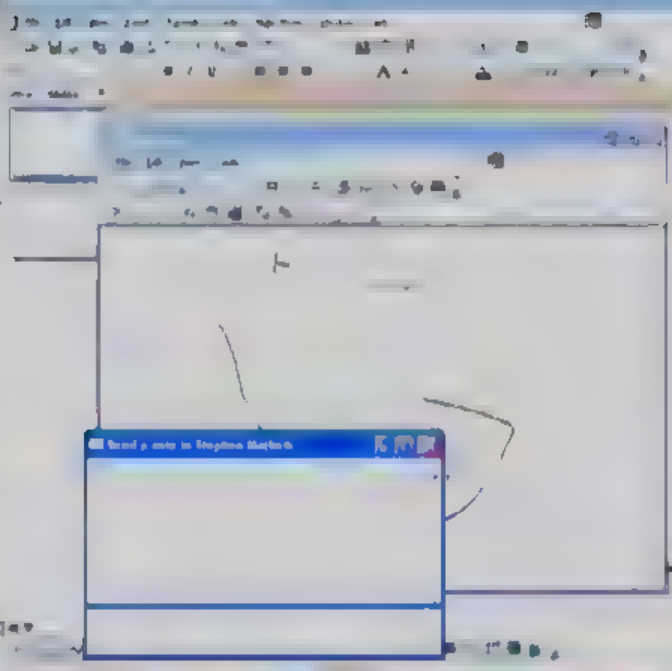
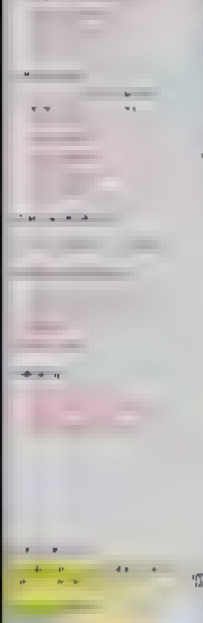


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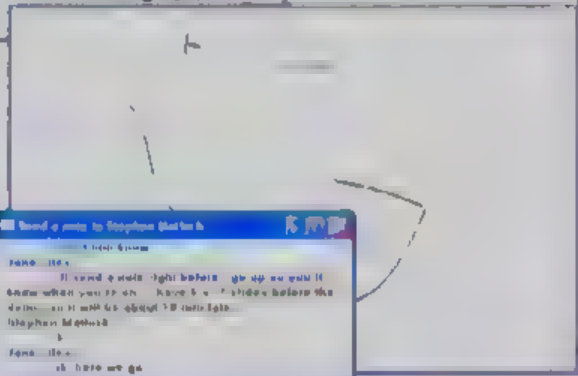
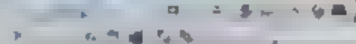
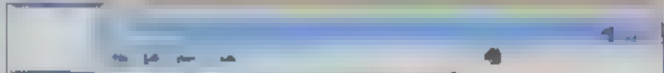








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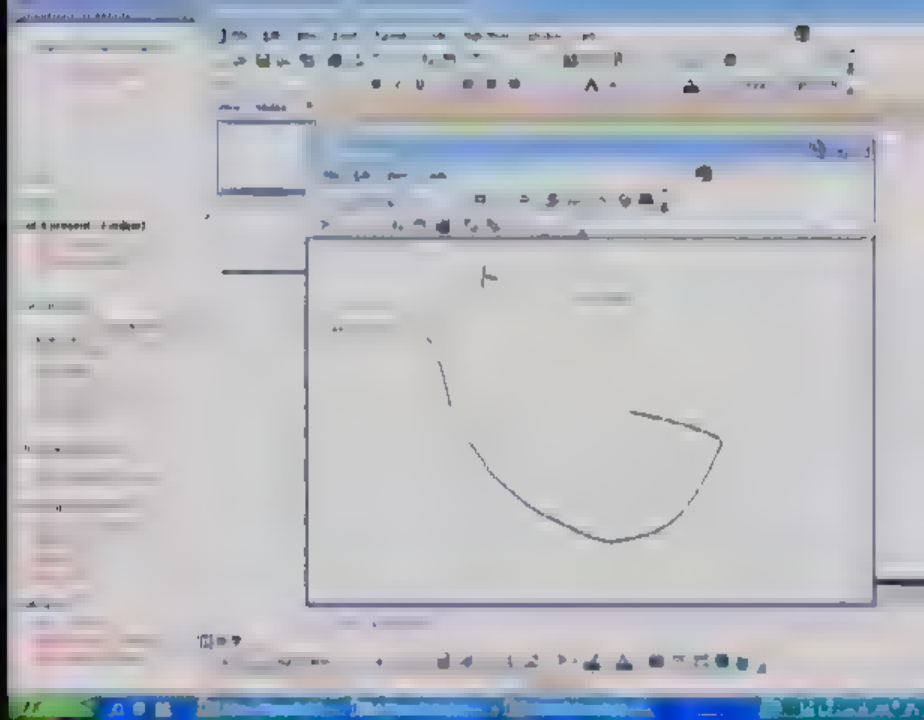
Send a note to Stephen Smith

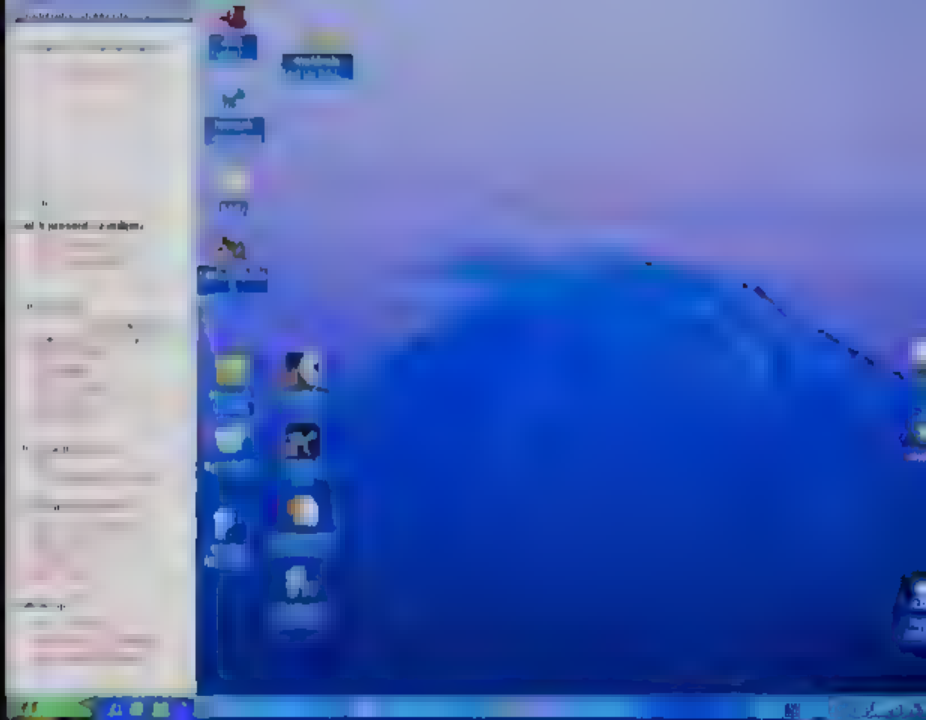
Hi,

I would like to let you know that I have been thinking about you and hope you are well. I have been thinking about you and hope you are well. I have been thinking about you and hope you are well.

Best,

John





Demo
In-Meeting Experience

Demo

In-Meeting Experience

Demo

In-Meeting Experience

Innovation Opportunities

- Conference call integration
- More symmetrical collaboration tools
 - Presentation tool
 - Shared drawing/notetaking space
 - Document co-editing
- Integration of structured data from LOB apps into the meeting
- Wireless p2p
- Intelligent information retrieval during the meeting
- Multipoint audio/video
- Broadcast/recorded meetings

Call to action

- Could your work make meetings better for Office users?
- If you are working on a meeting-related project, does it fit in with the Office.Longhorn meeting model?
- Contact JaneL (GPM), BrendanB (GPM), LizFried (Product Planner), or JeffWils (Usability) for more discussion